



# CITY OF HOUSTON

## Job Posting

1	<b>Applications accepted from:</b>	<b>ALL PERSONS INTERESTED</b>
2	<b>Job Classification</b>	<b>CUSTOMER SERVICE REPRESENTATIVE I</b>
3	<b>Posting Number</b>	<b>PN#109972</b>
4	<b>Department</b>	<b>Finance &amp; Administration</b>
5	<b>Division</b>	<b>Regulatory Services</b>
6	<b>Section</b>	<b>Franchise Services</b>
7	<b>Reporting Location</b>	<b>611 Walker, 10<sup>th</sup> Floor</b>
8	<b>Workdays &amp; Hours</b>	<b>Mon - Fri * 7:30 A.M. to 4:30 P.M.*Subject to change</b>

9     **DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS**

Assists walk-in or call in customers with questions related to various utility and cable companies (i.e.,) electric, gas, cable, ROW ordinances and encroachments and Solid Waste Ordinances. Responds to customer inquiries by answering a high volume of telephone calls. Researches customer files, analyzes data and resolves customer problems and complaints. Records related information into a computer database daily. Prepares written response in relation to written and call-in cable utility complaints (i.e., from 311, the Mayor, Director, Assistant Director and Manager’s Office). May refer citizens that need financial assistance to the appropriate agencies. Data entry of cash receipts and payments for the daily lockbox deposits. Maintain division Public Information request (PIR) and Request for Courtesy Cable services. Distribution of mail and correspondence. Scanning and File Maintenance of Franchise & Permit Files, as well as CRs. Order supplies for Franchise Administration, including taking bids for Solid Waste decals annually. Receptionist duties and telephone for the F&A Director. Timekeeper for Franchise Administration. Archive records for Franchise Administration.

10    **WORKING CONDITIONS**

The position is physically comfortable, with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

11    **MINIMUM EDUCATIONAL REQUIREMENTS**

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

12    **MINIMUM EXPERIENCE REQUIREMENTS**

Six (6) months of administrative or customer service related experience is required.

13    **MINIMUM LICENSE REQUIREMENTS**

None.

14    **PREFERENCES**

Preference will be given to those applicants with demonstrated experience in customer service and a general knowledge of utility-related issues. Bilingual (English/Spanish) also a plus.

15    **SELECTION/SKILLS TESTS REQUIRED**   None

16    **SAFETY IMPACT POSITION**   ☐ Yes   ☒ No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

17    **SALARY INFORMATION**

Factors used in determining the salary offered include the candidate’s qualifications as well as the pay rates of other employees in this classification. The salary range for this position is:

**Salary Range - Pay Grade 13**  
\$824 - \$1,154 Biweekly   \$21,424 - \$30,004 Annually

18    **OPENING DATE**                   **April 19, 2006**

19    **CLOSING DATE**                   **April 25, 2006**

20    **APPLICATION PROCEDURES**

Original applications only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, First Floor. **For application status, please call 713-837-9249.** All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. **TDD phone number is (713) 837-9471.**

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